

## tulah Wellness:

On the booking of minimum 4 nights (For any wellness program, minimum stay is 4 nights at the property)

- A flat 20% instant discount on stay for Centurion Cardmembers. Promocode: AMEXCENT
- A flat 15% instant discount on stay for Platinum Cardmembers: Promocode: AMEXPLAT
- A flat 10% instant discount on stay for Platinum Reserve Cardmembers: Promocode: AMEXRES

### **Booking Process:**

- Reach out via email ([reservations@tulah.life](mailto:reservations@tulah.life)) or WhatsApp (+918714647722) to request availability and rates, including the American Express offer.
- Select your preferred room category and confirm your booking with the team, along with your Amex card details.
- Please mention the offer at the time of booking and ensure payment is made with an eligible American Express card to avail the benefits.

### **Payment Policy**

- A 50% advance payment is required at the time of booking to confirm the booking.
- The remaining 50% balance must be settled 45 days prior to the arrival date.
- For bookings made within 45 days of arrival, full payment is required at the time of the booking.
- All payments must be made via bank transfer, credit card, or other approved digital payment methods.
- Payments are non-transferable and can only be applied to the guest (s) named on the original booking.

### **Cancellation Policy**

- Cancellations made more than 45 days prior to arrival - A credit note will be issued for the total amount received, which can be applied towards a future stay within 12 months from the date of issuance.
- Cancellations made less than 45 days prior to arrival - No refund will be provided, and 100% of the booking amount will be charged.

### **Date Changes & Rescheduling**

- Guests may reschedule their retreat dates up to 30 days prior to arrival, subject to availability and a one-time date change fee of 10% of the total booking value.
- Rescheduling within 30 days of arrival is not permitted, and the cancellation policy will apply.
- Any changes to the itinerary, services, or package inclusions after booking may be subject to additional charges

#### **Arrival and Departure:**

- Check-in is at 2:00 PM, and check-out is by 12:00 noon. For early arrival or late departure requests, guests can contact the Sanctuary directly at [reservations@tulah.life](mailto:reservations@tulah.life) which will be based on availability and may incur an additional charge. Please refer to the cancellation policy, and ensure the reservation is cancelled in the system if necessary.

#### **Minimum stay:**

- Minimum Stay: [tulâh](#) has a minimum stay requirement of 4 nights, which serves as an introductory journey and is not intended to address specific wellness concerns. (By clicking on this link, you will be redirected to a third-party website)
- Duration for Wellness Goals: Achieving certain physical wellness objectives requires a longer retreat duration to ensure optimal results.

#### **Child Policy:**

- Guests must be 18 years of age or older for being on journey.

#### **Room Capacity**

- Each room can accommodate a maximum of two guests. Triple occupancy not permitted.

#### **Arrival & Sanctuary Guidelines:**

- Guests are requested fill the [e-Arrival Card](#) before entering to India.
- Alcohol consumption is strictly prohibited on the premises.
- Smoking is discouraged but permitted only in designated outdoor areas. Smoking is prohibited in guest rooms, balconies, shared spaces, and all other outdoor locations.
- All guests are required to present a valid passport and visa (for foreign nationals) or another government-approved form of identification (for Indian nationals) for our records.